

**1COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5**

QUALITY IMPROVEMENT COMMITTEE

January 07, 2014

AGENDA

- | | |
|---|------------------|
| I. Welcome and Introductions | Monika/Jessica |
| II. Review of Minutes | All |
| III. Program Announcements | All |
| • SA5 Agency Coordination Trouble Shooter | |
| IV. DMH Updates | Jacquie Wilcoxon |
| V. Quality Assurance | Monika/Jessica |
| • COS Billing – QA Bulletin No. 09-07, November 13, 2009, Opening Date for Episodes | |
| • QA Bulletin, November 07, 2013, No. 13-06, Services Request Log & Beneficiary Acknowledgment of Receipt | |
| • Medi-Cal Required Informing Materials, Beneficiary Acknowledgement of Receipt, MH 710, 10/25/13 | |
| • Service Request Log | |
| • DHCS Chart Audit: Plan of Correction | |
| • Welfare and Institution Code, Title 9 | |
| • Documentation Training Schedule, Revised 12/9/2013 | |
| • Procedure Code Modifiers –Power Point Presentation, Contract Provider Readiness Meeting, December 5, 2013 | |
| • Simplification of Forms – Revised Assessment Forms | |
| • DRAFT 104.09 sent to Compliance for Approval | |
| o Rollout and Trainings on Revisions | |

VI. Quality Improvement

Monika/Jessica

- Access Center Referrals and Policy 202.43
Scheduling Clinical Appointments And Associated
Documentation
- Quality Assurance versus Quality Improvement
- Program Review: Quality Improvement Profile
Service Area Quality Improvement Committee
- Patient Rights Office – Notice of Privacy Practices
(English and Spanish version)

VII. DMH Policy & Procedure

Monika/Jessica

- Policy Updates

VIII. Next QIC Meeting

Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 04, 2014 from 9:00AM – 11:00AM, at 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee

Minutes

Type of Meeting	Quality Improvement Committee		Date	January 07, 2014
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066		Start Time	9:00 AM
Chairperson	Monika Johnson; Co-Chair Jessica Wilkins		Adjournment	11:00AM
Members Present	Jessica Wilkins, Alcott Center, Bryan Sawlsville, Didi Hirsch; Monika Johnson, DMH; Jacquelyn Wilcoxen, DMH; Timothy Beyer, DMH; Thang Nguyen, DMH; Nilsa Gallardo, Edelman - Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Lipton Eliner, Homes For Life Foundation; Susan Osborne, OPCC; Deanna Park, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Brooke Mathews, St. Joseph Center; Libby Hartigan, SHAREI; David Tavlin, Step Up on Second; Melissa Chisholm (Fernandez), The Help Group; Cheryl Carrington, Vista Del Mar; Brenda Pitchford, UCLA Ties for Adoption; Elaine Rosa, WISE & Healthy Aging.			
Excused Members	Kristi Rangel, Alcott Center; Rafael Montoya, Didi Hirsch; Susan Cozolino, DMH, Patrice Grant, Edelman – Child; Kathy Shoemaker, Exodus Recovery; Michi Okano, Pacific Asian Counseling Services; Grace Shin, OPCC; Sharon Greene, St. John's CFDC; Barbara Bloom, Step Up on Second; Keith Miller, WCIL; Jennifer Levine, WISE & Healthy Aging.			
Absent Members	Yvette Willock, Pacific Clinics;			
Agenda Item & Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled Actions/ Scheduled Task	Person Responsible/ Due Date	
Call to Order & Introductions	The meeting was called to order at 9:00 am	Introductions were made	Monika Johnson QIC Membership	

QIC Meeting

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Review of Minutes and Handouts	<p>Minutes were reviewed and approved for November, 2013.</p> <p>The Trouble Shooter Foster was updated.</p> <p>Jacquie reported on the status of the Affordable Care Act (ACA). She stated that there will be two main providers, LA Care and Health Net. These providers will send referrals for urgent mental health care to the DMH ACCESS line staff who will screen the referrals and then schedule appointments with providers. Providers were asked to identify 5 standing appointment times each week that can be filled by ACCESS for urgent appointments. Jacquie also stated that smaller agencies with less than 1500 clients are going to be able to limit the number of appointment slots from five (5) to three (3). She emphasized that excellent customer service is of utmost importance and thus the Department wants to ensure facilitation of excellent relationships between the various providers.</p>	<p>Final approved Minutes for September, 2013 were distributed.</p>	<p>QIC Membership</p> <p>Monika Johnson</p> <p>Jacquie Wilcoxon</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> Follow-up on SA5 QIC Minutes, September 2013: <ul style="list-style-type: none"> Community Outreach Services <p>Regarding the provider question whether a COS form should be filed in the chart, Jessica and Monika referred to Page 35 of the COS Manual (revision from November, 2008) which states that "the forms are not to be placed in the chart once the individual becomes a client with an open episode".</p> <ul style="list-style-type: none"> Healthy Families Report 	<p>Monika reported that the QA Division is currently in the process of revising the COS Manual and countywide trainings will be offered in the near future.</p> <p>Monika sent an email to Providers on 1/1/25/2013 informing them that the logs need to be faxed until the end of December 2013.</p>	<p>Providers</p> <p>Providers</p>

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<p>Directly Operated Providers; Contractors may use their own forms as long as they contain all the required elements of the DMH form.</p> <ul style="list-style-type: none">Welfare and Institution Code, Title 9 <p>In response to questions about Notice of Action A&E, a 4-page copy of this section regarding the provision of Notice of Actions was discussed and distributed.</p> <ul style="list-style-type: none">Documentation Training ScheduleProcedure Code Modifiers – Power Point Presentation, Contract Provider Readiness Meeting, December 5, 2013 <p>Jessica and Monika referred providers to the power point presentation and highlighted some commonly used modifiers. Jessica alerted Providers that the presentation had been provided at a CPTT meeting and that agencies</p>	<p>Providers agreed to review the handout.</p> <p>The Documentation Training Schedule, revised 12/09/2013 was distributed.</p> <p>The power point presentation "Procedure Codes" from December 5, 2013 was distributed. Providers agreed to work with their EHR staff and vendors to move toward IBHIS readiness.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<p>should work with their EHR vendors to ensure that the changes and modifiers are added to the system. Jessica highlighted that the codes and their modifiers should be visible on the Progress Notes for auditors.</p> <ul style="list-style-type: none"> • Simplification of Forms <p>Monika and Jessica informed providers that the QA Division announced that they are working on the simplification of forms. Some of the forms such as the Annual Assessment Update and the Short Assessment form will most likely be eliminated. The goal is to simplify forms and increase consistency across programs. Policy 104.09 will provide more documentation information in writing.</p> <ul style="list-style-type: none"> • DRAFT of Policy 104.09 Clinical Documentation <p>Monika and Jessica announced that the QA Division sent the DRAFT version of Policy 104.09 to the Compliance Office for approval. A rollout of trainings will begin once the policy is approved.</p>	<p>Providers will implement changes once the new guidelines and forms are distributed.</p>	<p>QA Division</p> <p>QA Division</p>

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Policy/Procedures	<ul style="list-style-type: none"> • Policy Updates <p>Monika and Jessica distributed and referred to the Policy Updates handout that lists recent and upcoming policy changes.</p> <ul style="list-style-type: none"> • Policy 109.01 Mental Health Research Review <p>Jessica shared that Policy 109.01 Mental Health Research Review, which became effective on 09/16/2013, was not listed on the Policy Update handout. DMH QIC said it will be added to the list because it is currently in effect. Sections of Policy 109.01 were highlighted for providers.</p> <ul style="list-style-type: none"> • Access Center Referrals and Policy 202.43 Scheduling Clinical Appointments and Associated Documentation <p>Monika thanked SA5 Providers for their participation in the Access Center Survey process. She stated that most providers adhered to the policy 202.43 when responding to referrals faxed by the Access Center. She encouraged all providers to review the policy and specifically referred them to section 4.1. The group discussed helpful changes that ACCESS already implemented, seemingly in response to the survey.</p>	<p>Copies of the Policy Updates were distributed.</p> <p>Copies of the Policy 109.01 were distributed. Providers will review and implement the policy.</p> <p>Policy 202.43 was handed out in the previous SA5 QIC meeting. Providers will continue to implement the policy.</p>	<p>Providers</p> <p>QI Division and Providers</p> <p>Providers</p>

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Quality Improvement	<ul style="list-style-type: none"> Quality Assurance versus Quality Improvement <p>Tim Beyer gave a brief overview of the content of these handouts which generated questions and input by providers about Work Plan Goals and outcomes of past goals.</p> <p>Tim led a discussion about how Work Plan Goals are identified and evaluated. He offered to present results of the current Goals in an upcoming meeting. Providers raised areas of interest for future Goals and wanted to know more about why the penetration rate for the API population is so low.</p> <ul style="list-style-type: none"> SA 5 Provider Directory 2012 <p>Monika reported that the QI Division posted the corrected version of the SA5 Directory for the year 2012. It was indicated that the QI Division will soon be sending an email asking for updates for 2013.</p>	<p>Several handouts from the QIC Chairs Meeting related to QI and QA issues and procedures were distributed. The group will discuss the Goals and Outcomes that are soon to be distributed.</p> <p>Providers will update agency information that has changed following e-mail instructions..</p>	Providers/Tim Beyer

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Quality Improvement	<ul style="list-style-type: none">• Cultural Competency According to the QI Division, directly operated clinics utilize language interpreter services through the AVAZA Language Services. A flyer regarding this vendor was made available to contract providers so that they can set up their own language interpreter line.• Patient Rights Office – Notice of Privacy Practices (English and Spanish version) Monika distributed LA County's Notice of Privacy Practices and reminded Directly Operated providers that it should be posted at their sites. She reminded providers that she recently sent the Content Lists, with the web links, for a QA/QI Binder and the PRO Binder, so that providers can create their own binders. Providers requested a review of the QI/QA Binder and the PRO Binder in the next SA5 QIC Meeting.	Copies of the flyer were distributed. An updated policy is forthcoming. Copies of the English and Spanish version of the Notice Of Privacy Practices were distributed.	Providers QI Division /Providers Providers

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Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 04, 2014 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.	N/A	N/A

Respectfully Submitted,

M. Johnson, PsyD.
 Monika Johnson, Psy.D.

J. Wilkins, LPCC, LMFT
 Jessica Wilkins, LPCC, LMFT

